

### April 2006

- **Begin the Addition of CWW Non-Core Users** – Implementation of CWW access for non-core users began in April 2006 with the Child Support workers. A Confidentiality Memo is being developed which will be reference for determining the query user population. The roll-out of many query users will follow the publishing of this Memo.
- **Benefit Recovery for IRS/PARIS Staff** – Changes were implemented which will allow the central office IRS/PARIS staff to post recovery claims against county cases but direct the collections back to the state. This also includes the creation of a new office in county 73 (office number 5173).
- **Manual Notices for IRS/PARIS Staff** – Manual letters are begin created which will allow central office IRS/PARIS staff to verify assets and income from third party sources and from individuals. Although these letters will display the name of the Central office staff and CAPO will show as the return address, these letters will rollup to CARES notice history for that case.
- **SeniorCare LIS Letter** - A letter will be sent out to all SeniorCare participants in Level 1 (below 160% FPL). The letter explains that they might qualify for LIS and LIS might be a good choice for them rather than SeniorCare. This letter will be sent to about 50,000 participants.

### May 2006

- **IMQA Enhancements** – Enhancements/fixes have been identified and those listed below were put in place in time for the May reports.
  1. Add category of assistance to header for each page.
  2. Display new field for how the case was chosen for sample
  3. Display payment amount for CS expense.
  4. Display other assets
  5. Display OVR amount if that is what was used in budget
  6. Display type of disregard
  7. Assets should not round up or down
  8. Eliminate nature code
  10. Create a summary page
  11. Assets runtime error will be corrected
  12. Cases selected should be removed and not displayed twice.
  13. FS discrepancies will not be displayed on the MA disc and error page.
  14. Expense page displaying no for different type of expense. Shelter was no, but phone was also displaying no.
  15. We will retain sample cases for 60 days. The purge process for the March and April sample purged after 30 days.
  16. Assets will be sent at the ind level for liquid assets, other assets will be sent at the group level. IMQA will display the amount for liquid, other and total assets.
  17. The participation status will be displayed on the tool so that reviewers can determine what part status the individual is for that category of MA.

**June 2006**

- **ACCESS version 4.0 Implementation of On-line Application** - This tool will allow individuals to apply for FS and MA through the internet. Online applications will be sent to the worker's CARES in-box where the worker can 'pull' the data into CARES. Eligibility can then be run and confirmed.
- **CARES Worker Web 2.0 – Mail-In Applications:** Web pages will be built in CWW that will mirror mail-in application forms in layout to facilitate entry. Once entered, this information will then be 'pulled' forward into the applicable CWW pages during AE processing for the workers review/acceptance.
- **CWW Enhancements/Fixes –**
  - Employment/Unemployment Queries page will be modified to include 18 year olds, will queue up during person add driver, check boxes will display correctly, and will call for updated data correctly.
  - Non-Family Care counties will no longer get stuck on Family Care pages when page contains data. Family Care page issue related to updating past level of care information will be fixed.
  - Person Delete was always setting to AE delete code on Household Members page and will be changed to retain actual delete code entered. Person delete related SFU fatal will be fixed. Person delete will not be allowed for SC individuals.
  - Agency Transfer page will be modified to not check for worker caseload if just pushing out a case or pulling in a case to the transfer coordinator.
  - System Errors occurring in specific situations on the Asset Assessment and Alien page will be fixed.
  - New CWW worker suggestion page will be added. This new page will be accessed through the left navigation bar, worker tools section.
  - There is an issue when a new RFA is done the same day that a case was withdrawn that is causing it to not link to that case appropriately. This will be fixed.
  - The radio button "View / Record Six Month Report" on Summary page was disabled for query users and will be enabled to allow for viewing of the Record Six Month Report Actions page.
  - There is a fatal happening when worker runs eligibility for FS or CC cases when there are duplicate rows with the SMRF action code 'PRO'. This is being caused because the Record Six Month Report Actions page isn't protected in a particular situation. The page will be appropriately protected to prevent this.
- **Electronic Disqualified Recipient system (eDRS)** – The DRS process is used to report FoodShare Intentional Program Violations (IPVs) to FNS. This project will replace what is currently a data file transmittal to FNS with an on-line version. This should not be a visible change for workers.
- **IMQA Enhancement to Allow Reviewers to Add Cases** – An update will be made to IMQA which will allow reviewers to enter a case into IMQA that hasn't been picked up by the sample in the last six months. This is scheduled to be in place in time for the June 3<sup>rd</sup> reports.
- **Manual Notices for IRS/PARIS Staff** – Manual letters are begin created which will allow central office IRS/PARIS staff to verify assets and income from third party sources and

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from individuals. Although these letters will display the name of the Central office staff and CAPO will show as the return address, these letters will rollup to CARES notice history for that case. This is currently on hold.

- **Increase FoodShare Heat/Utility Standard – Batch Run** – The FoodShare heat/utility standards will be increased and the FS cases ran to re-determine allotments

### **July 2006**

- **SeniorCare Process Improvement** – Multiple enhancements and updates are planned to be implemented July 7<sup>th</sup>. These include:
  - Creation of SC web pages
  - Scheduling of Data Exchange screens during SC eligibility driver flow (as is currently done for county cases)
  - Additional enhancements to Address Discrepancy logic
  - Identification of companion case number
  - Enhancements to allow the eligibility worker to more easily compare income reported at the current review to income reported at the initial SeniorCare application or prior review
  - Enhancement to allow the eligibility worker to more easily compare income reported for other programs of assistance to income reported to the SeniorCare program.
- **FoodShare and Child Care SMRF Fixes and Enhancement**– A group of FoodShare and Child Care SMRF fixes and enhancements is currently scheduled for July. This is a combined effort to fix the major problems related to both Food Share and Child Care SMRF processing.
  - Fixes to situations causing fatals (allowing multiple process and complete statuses causing Child Care fatal, CC new code for 'No CC SMRF Required' setting incorrectly in some situations and causing fatal)
  - Adding a filter for SMRFs which are in "sent" (SNT) status so they can be viewed separately if the worker chooses. This will allow workers to view a list of SMRFs that currently require action.
  - The addition of a new alert to workers when a SMRF has been received but hasn't been completely processed yet
  - Fixes for FS eligibility problems

### **August 2006**

- **ACCESS version 5.0 Report My Changes** - This function will allow the MA, FS or CTS participant to report employment/earned income changes on their case directly to their worker through the ACCESS online tool. These changes will be managed in CWW by workers via an Inbox. These changes will be processed through CWW by workers in an interactive data review process, similar to processing ACCESS applications and mail in applications through CWW.
- **CWW/ACCESS Enhancements/Fixes** – Some enhancements/fixes will move in August for CWW and ACCESS. The exact list of these changes is under development.
- **Electronic Verification Form (EVF)** – The following changes will be made to the EVF process:
  - Stop setting alert 076 verification due date approaching
  - Pay stub letter verification due changing from 10 days to 20 days for BC/MA

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- BC Prenatal and FPW will no longer fail when a NV is entered for the employer verification
- BC Prenatal will fail if verification type is pay stub and NV verification entered, no extension

### **September 2006**

- **Food Stamp Federal Poverty Level Conversion** - In September of each year, we update the shelter standard, allotments, 130% FPL test limits and, sometimes, the standard deduction. This mass change usually occurs the first weekend in September.

### **October 2006**

- **ACCESS version 6.0** – A Spanish version of “Am I eligible” has already been implemented into ACCESS. This release will be the Spanish version of “Check My Benefits”, “Apply for Benefits” and “Report My Changes”.

### **November 2006**

- **SSI MA to be added to CARES Phase 1** – SSI individuals will be added to a part of CARES. This project will move the current stand-alone SSI/Medicaid system into the CARES system and automate much of what is currently done manually. This will also allow the MCI identifier to be added to all SSI MA individuals (from SDX), which needs to be in place prior to implementation of the MMIS replacement system InterChange (iC). For this phase one, SSI individuals will not be fully integrated into the CARES (i.e. they will not appear on CWW or mainframe CARES pages unless a worker enters them into CWW/CARES), however they will have MCI ids assigned and may appear during the CWW clearance process.

### **December 2006**

- **COLA Mass Change** – At the end of November, we receive an electronic file from the Social Security Administration (SSA) containing the new January 1 Social Security payment amounts for our recipients. The Mass change runs in CARES about the first weekend in December and eligibility, premium amounts, etc are recalculated based on these new payment amounts.

### **January 2007**

- **SSI/FS Combined Application Project** - In coordination with FNS and SSA, Wisconsin is exploring a demonstration project to provide a streamlined, centralized application process for FoodShare (FS) eligibility to Wisconsin SSI recipients. This project would increase the participation in the FS program of low-income elderly and disabled persons.
- **ACCESS Healthy Birth Outcomes Presumptive Eligibility and Newborn** - This project will add functionality ACCESS to allow for eligibility determinations of Family Planning Waiver PE and Pregnant Woman PE. This project will also include adding functionality to ACCESS to allow providers to report newborns. This will include printing of an eligibility ‘card’ or paper notice at the provider location. This eligibility information

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will be passed to the EDS interChange system. Some of this information will also be passed along to CWW for worker utilization.

- **CARES Interface and other Changes related to interChange system-** Many interface changes will be done in CARES to correspond with the new EDS interChange system. These changes should make the interface process more accurate and more efficient. The list of these changes is in the approval process.
- **ACCESS Client Portal project** – ACCESS Check My Benefits will be enhanced to display EDS only eligibility and HMO enrollment information. Common questions will be enhanced. Clients will also be able to request replacement Forward cards and REOMBs through ACCESS.
- **MCI as Index for MMIS** – Changes will be made for MCI to interact with EDS interChange system and for the interchange system to identify people by their MCI id.

### **February 2006**

### **March 2006**